



# Division of Family Resources

## *Wayne Eligibility Process*

### Regional Advisory Group Meeting

**Mary Medler, DFR Regional Manager, Wayne Region**  
**John Foster, DFR Deputy Regional Manager, Wayne Region**

*October 20, 2011*





# Division of Family Resources

## *Welcome and Introductions*





# FSSA/Division of Family Resources Organizational Structure

## Central Office (Indianapolis):

- **Michael A. Gargano**, FSSA Secretary
- **Mike Carr**, DFR Director
- **Adrienne Shields**, DFR Deputy Director
- **Roger Zimmerman**, DFR Deputy Director, Operations
- **Rich Adams**, DFR Deputy Director, Policy





# DFR Regions

**Region 1 = Lake**

**Region 2 = Saint Joseph**

**Region 3 = Allen**

**Region 4 = Grant**

**Region 5 = Marion**

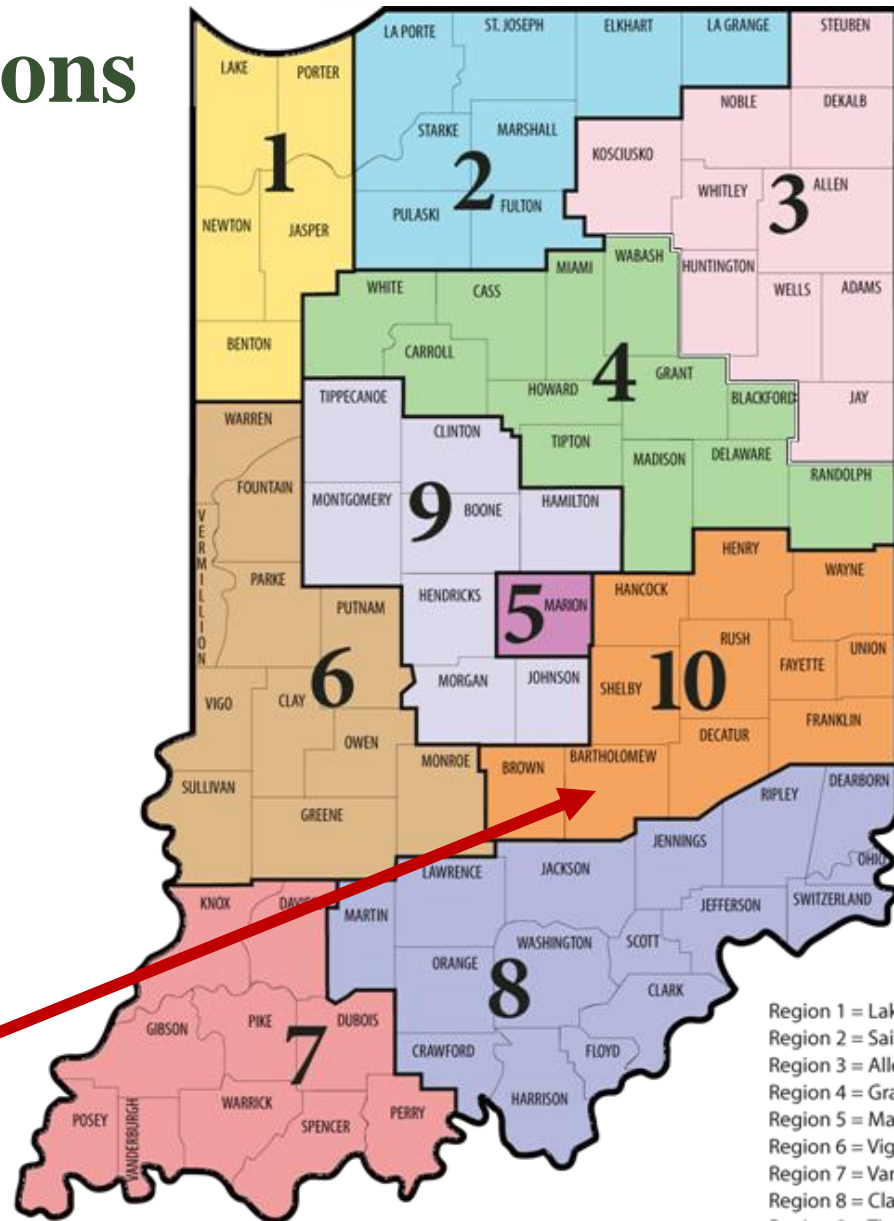
**Region 6 = Vigo**

**Region 7 = Vanderburgh**

**Region 8 = Clark**

**Region 9 = Tippecanoe**

**Region 10 = Wayne**



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# DFR / Wayne Region Organizational Structure

## Managers:

- **Mary Medler**, DFR Regional Manager
- **John Foster**, DFR Deputy Regional Manager

## State Eligibility Managers (SEMs):

- **Bartholomew/Brown:** Penny Shumard
- **Franklin/Fayette/Union:** Liz Mainous
- **Rush/Hancock:** Laura Shoemaker
- **Henry:** Lynn Lineback
- **Shelby/Decatur:** Anne Ping
- **Wayne:** Sharon King





# **DFR Eligibility Process: We Are Here to Help**

- **Reaching out to clients, advocates and staff to create and model a solution that supports improved:**
  - Accessibility
  - Timeliness
  - Technology
  - Accountability
  
- **DFR's Guiding Principles**
  - Improve the client experience
  - Improve the timeliness of application determinations, redeterminations and change processing
  - Improve accuracy/reduce error rates





## Number of Hoosiers Receiving Benefits Increases Since 2002

FSSA program enrollment has increased by 44% since 2005.

### Enrollees by Program (as of June 30 annually)

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
<b>Medicaid*</b>	756,904	777,170	822,344	847,625	857,599	877,933	920,332	1,017,571	1,088,637	1,110,188
<b>Food Stamp Recipients</b>	428,089	487,197	532,402	557,206	575,602	586,156	639,470	721,155	828,604	887,851
<b>Food Stamp Households</b>	180,457	205,208	228,218	241,177	249,914	253,443	273,876	306,562	355,626	388,271
<b>TANF</b>	151,269	146,783	148,788	141,055	135,206	117,311	122,743	119,912	104,004	69,906
<b>Number of Hoosiers enrolled in at least one program**</b>	776,121	810,694	866,103	899,701	922,434	943,343	1,013,429	1,114,950	1,250,774	1,295,799

\* Medicaid increase in 2008 & 2009 affected by addition of HIP program (18,903 members in 2008 & 50,115 members in 2009). Medicaid numbers are from ICES and do not include retroactive coverage; numbers are slightly higher in actuality.

\*\* Program totals are comprised of only unique cases, and not a sum of individual program data.

Source: ICES



# Improving Client Access

## ■ In Person:

- Team-based concept in local county offices
- 8:00 a.m. to 4:30 p.m., Monday to Friday

## ■ By Telephone:

- Enhanced phone system **1-800-403-0864**

## ■ Online:

- Web-based application process and 24/7 access to case information and reports at <https://www.ifcem.com/>





# Improving Provider Access

## ■ Agency Portal:

- Web-based portal for provider gives 24/7 access to client case status. Info online at <http://www.in.gov/fssa/2343.htm>

## ■ By Telephone:

- Enhanced phone system **1-800-403-0864**

## ■ Provider Mailbox:

- [DFR.Region10@fssa.IN.gov](mailto:DFR.Region10@fssa.IN.gov)

## ■ In Person:

- Team-based concept in local county offices
- 8:00 a.m. to 4:30 p.m., Monday to Friday



# DFR Eligibility Process: Team Concept

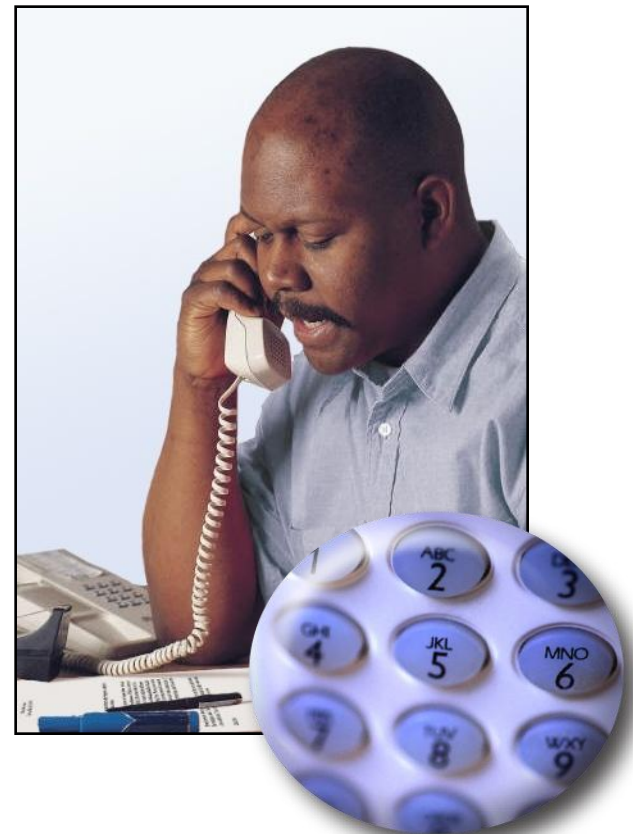
- Clients are served by a team in their local county office (as opposed to having an individual caseworker)
- Each member of the local county office team will be able to assist any client who lives in the county
- Newer team members will partner with more experienced team members to help them learn by example
- Callers who call in can speak with a member of their team for assistance with their case rather than a specific individual





# DFR Eligibility Process: Phone System

- **1-800-403-0864** (Statewide except Marion County)
- 24/7 access to voice response system to the check status of benefits
- During business hours, 8:00 a.m. to 4:30 p.m. (local time), enhanced system routes callers to a team member who will best meet their needs
- Real-time case updates for clients calling with changes (phone number, address, etc.)
- System ensures calls can be re-routed to other locations in case of emergency, power outages, etc. to avoid interruption of service





# DFR Eligibility Process: Online

- 24/7 access to case information, report changes (phone number, address, etc.)
- Paperless case files
  - Option to scan, mail or fax documents to the Document Center
- Web-based Application Process
  - Apply for benefits and complete application using the electronic signature
  - Option to participate in a telephone interview



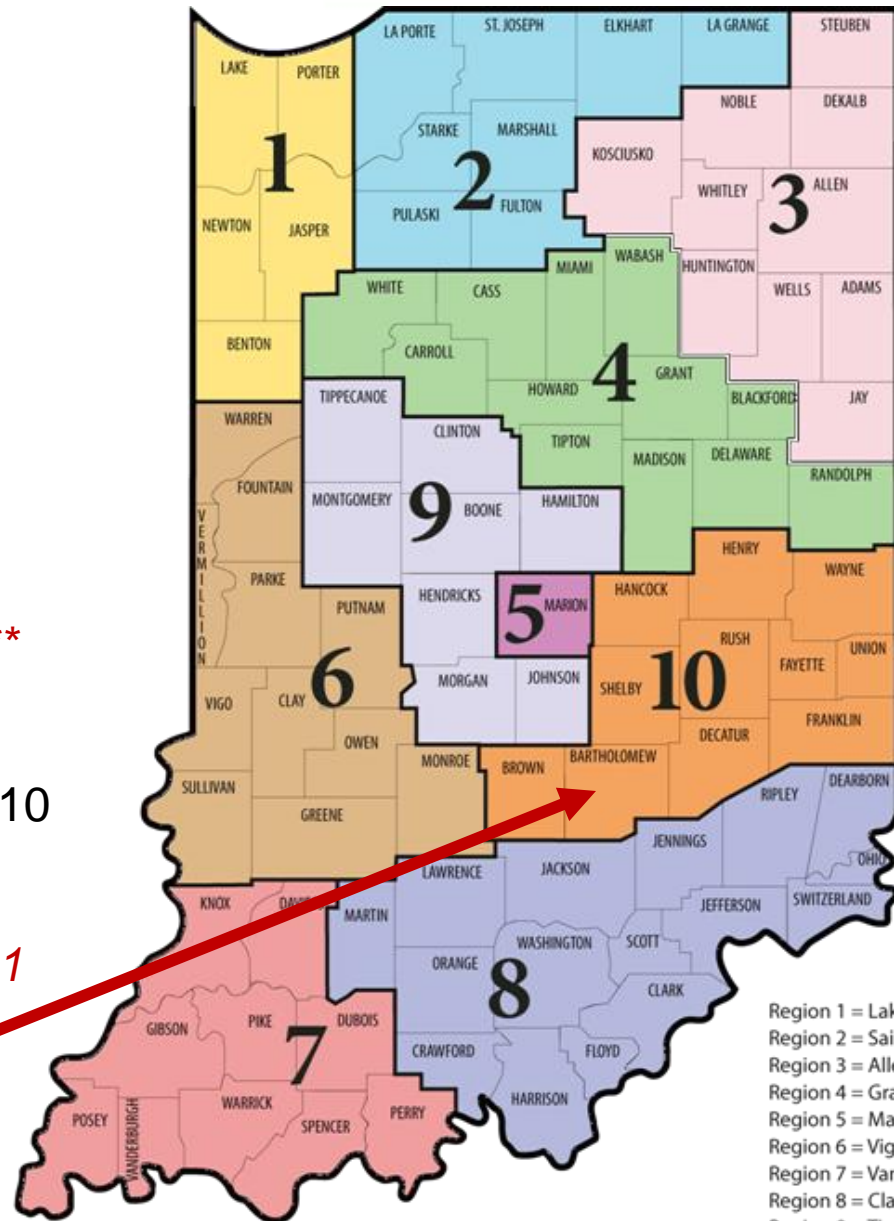




# Roll-Out Timeline

1. Lake, June 20, 2011
2. Saint Joseph, June 20, 2011
3. Allen, February 14, 2011
4. Grant, February 14, 2011
5. *Marion, Est. February 2012\*\*\**
6. Vigo, June 21, 2010
7. Vanderburgh, January 18, 2010
8. Clark, September 20, 2010
9. *Tippecanoe, October 24, 2011*
10. *Wayne, October 24, 2011*

\*\*\*Pending FNS Approval.



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# Two-Tiered System

## ■ The Process

- A different employee will approve benefits from the employee that completes the application intake

## ■ The Benefit

- Reduced risk of employee fraud
- Increased employee accountability

## ■ A Local, Team Approach

- Same Office = Same Team
- Improved Accuracy
- Coaching and Mentoring





# DFR/Wayne Regional Offices

(Effective with Roll-Out 10-24-11)

**Telephone/Fax Number: 1-800-403-0864 • Office Hours M-F, 8:00 a.m. to 4:30 p.m.**

## **Bartholomew County DFR**

2330 Poshard Dr.  
Columbus, IN 47203-1845

## **Franklin County DFR**

12050 Saint Mary's Rd., Ste A  
Brookville, IN 47012-9513

## **Shelby County DFR**

818 Elston Dr., Ste A  
Shelbyville, IN 46176-1823

## **Brown County DFR**

30 E. Washington St., P.O. Box 10  
Nashville, IN 47448-0010

## **Hancock County DFR**

1786 Melody Lane  
Greenfield, IN 46140-1191

## **Union County DFR**

303A N. Main St.  
Liberty, IN 47353-1013

## **Decatur County DFR**

905 W. Keegan's Way, Ste. 3 (mail is Ste 4)  
Greensburg, IN 47240-3403

## **Henry County DFR**

517 New York Ave.  
New Castle, IN 47362-4912

## **Wayne County DFR**

50 South 2nd St.  
Richmond, IN 47374-4212

## **Fayette County DFR**

1501 N. Eastern Avenue  
Connersville, IN 47331-2154

## **Rush County DFR**

144 E US Hwy. 52  
Rushville, IN 46173-7901

## **Effective 10-21-11, Rush County DFR:**

144 E. US Highway 52  
Rushville, IN 46173-7901



## DFR / Wayne Region

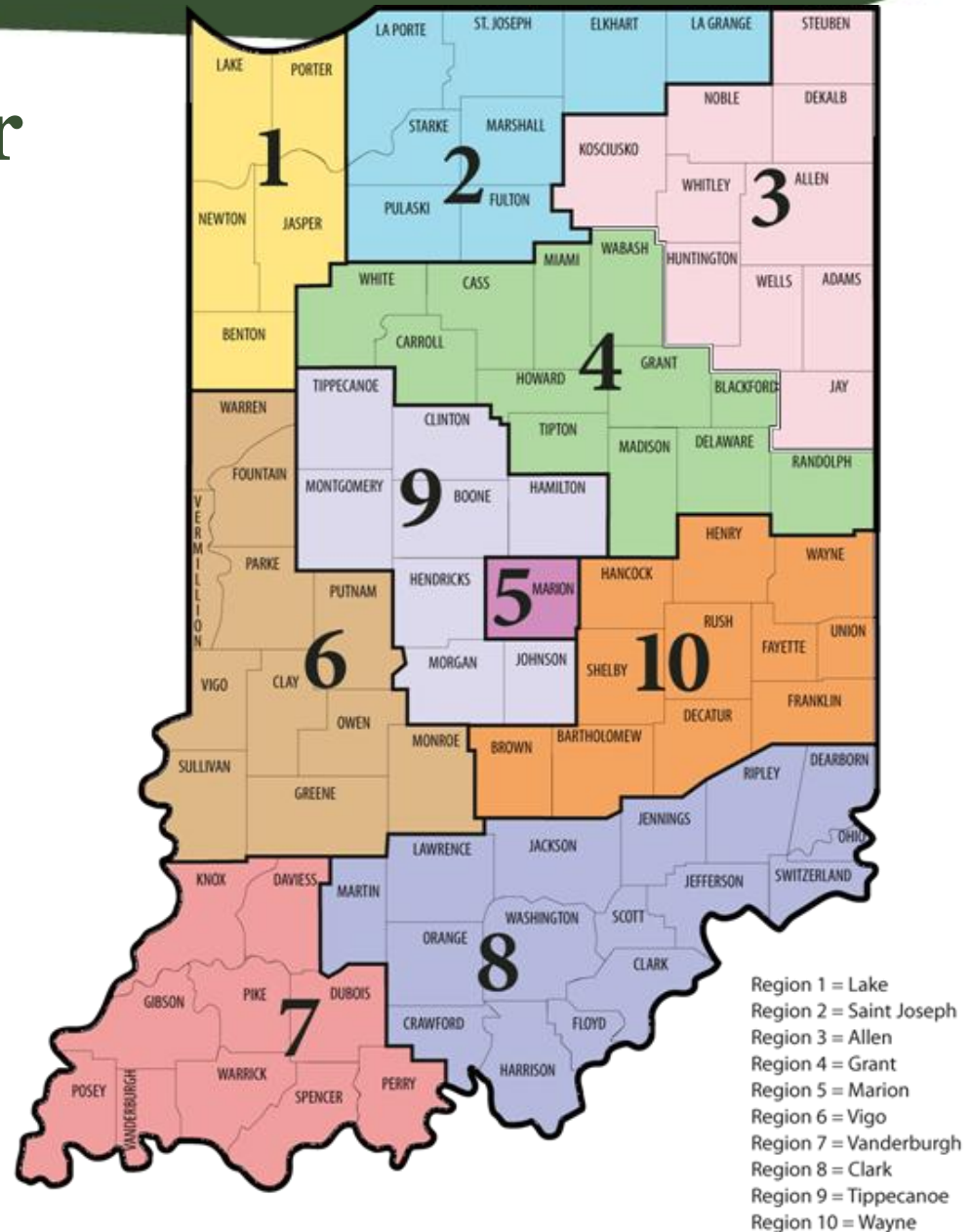
- **Clients will be served by a team located in the Wayne Region**
- **Under the new eligibility model:**
  - **Local Offices:**  
Client inquiries, food stamp applications and recertifications, adult Medicaid applications, TANF applications
  - **Regional Change Center:**  
Medicaid only redeterminations, Hoosier Healthwise processing, changes related to a client's case, processing of food stamp interim reports
  - **Document Center:**  
Scan and attach documents to a client's case file



# Stakeholder Support:

1. [DFR.region1@fssa.IN.gov](mailto:DFR.region1@fssa.IN.gov)
2. [DFR.region2@fssa.IN.gov](mailto:DFR.region2@fssa.IN.gov)
3. [DFR.region3@fssa.IN.gov](mailto:DFR.region3@fssa.IN.gov)
4. [DFR.region4@fssa.IN.gov](mailto:DFR.region4@fssa.IN.gov)
5. [DFR.region5@fssa.IN.gov](mailto:DFR.region5@fssa.IN.gov)
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8. [DFR.region8@fssa.IN.gov](mailto:DFR.region8@fssa.IN.gov)
9. [DFR.region9@fssa.IN.gov](mailto:DFR.region9@fssa.IN.gov)
10. [DFR.region10@fssa.IN.gov](mailto:DFR.region10@fssa.IN.gov)

Inquiries sent to a DFR Regional inbox will receive a response within **3-5 business days.**





# Performance Improvements

## ■ **Timeliness**

- Statewide timeliness in December 2009 was 71.8%. All program timeliness in July 2011 was 88.7%.
- Recent 6 month timeliness for SNAP applications was 95.97%, as reported by FNS. By comparison for the same period in 2009, SNAP application timeliness was 79.91%

## ■ **Call abandonment rates**

- The abandonment rate for calls offered in the Hybrid Regions remains below the industry standard of 5%.
  - Locals office calls (in Hybrid regions) answered year to date are 205,602 with an abandonment rate of 2.6%
  - Regional change center calls answered year to date are 549,880 with an abandonment rate of 4.3%

## ■ **Medicaid Disability Applications**

- The percentage of pending Medicaid Disability applications over 90 days old continues to decline
  - April 2009: 41.7%
  - July 2011: 11.7% (Below upper allowable threshold of 13-16%)

## ■ **Client inquiries have been reduced by 40% since 2009**



# SNAP Error Rates

- In June, FSSA received a bonus payment of **\$1.6M** from FNS for its reduction in positive error rate during FFY10. The bonus was for achieving 2<sup>nd</sup> most improved in the nation.
- FNS also released national rankings for FFY10.
  - #10 in the nation for positive error rates compared to #53 in the nation in FFY09.
  - #12 in the nation for negative error rates compared to #45 in the nation in FFY09.
- FFY11 error rates are on target – both positive and negative error rates are better than the national averages.



# Agency Portal

- The Agency Portal is a tool to help FSSA better communicate with service providers
- The Agency Portal is the preferred method to view client status 24/7 (Except Marion County)
- Providers must register with the Agency Portal to view information about clients (except Marion County)
- A direct link to the Agency Portal as well as related documents (an instructional webinar, an instructional PDF and the case request form) are available online at <http://www.in.gov/fssa/2343.htm>.





# Ongoing Communication

- Ongoing Regional Advisory Group meetings to occur monthly throughout roll-out
- Next meeting of the Wayne Regional Advisory Group will be announced in an email from the DFR Regional Mailbox
- To receive invitations to the advisory group meetings and other important notifications, email the stakeholder support line at **[DFR.Region10@fssa.IN.gov](mailto:DFR.Region10@fssa.IN.gov)**



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